

A CONSOLIDATED MONITORING SYSTEM AND METHOD USING THE INTERNET FOR DIAGNOSIS OF AN INSTALLED PRODUCT SET ON A COMPUTING DEVICE

ABSTRACT OF THE DISCLOSURE

An exemplary embodiment of the invention relates to a method and system for managing computer system performance utilizing information acquired over the Internet. The system comprises a user system which further comprises a workstation; at least one peripheral device in communication with the workstation; at least one software application executable by the workstation; a consolidated monitoring tool executable by the workstation; and a database of product data relating to products installed on the user system. The system also comprises a communications link for allowing the user system to communication with a vendor system. The consolidated monitoring tool performs services to the user system including diagnostics, tuning, and configuration utilizing information acquired from the vendor system via the Internet as well as from the user system database.